**IN-HOUSE COMPLAINTS PROCEDURE**

At Harrison Homes Estate Agents Ltd, we are committed to providing a professional and transparent service to all our clients. If something goes wrong, we welcome the opportunity to address it fairly and efficiently.

**Stage 1: Making a Complaint**

Please submit your complaint in writing, including as much detail as possible. You can email or post your complaint to us. This helps ensure we have a clear record and can investigate thoroughly.

**Stage 2: Acknowledgement**

We will acknowledge your complaint in writing within **3 working days** of receipt, confirming who will be handling the matter.

**Stage 3: Investigation and Response**

Your complaint will be investigated by a senior member of our team (initially our Office Manager). We will provide a full written response within **15 working days** of our acknowledgment.

**Stage 4: Review (If Needed)**

If you remain dissatisfied, you may request a further review by a senior member of the business (usually the Director). A final viewpoint letter will be issued within **15 working days** of your escalation request.

**Stage 5: Independent Redress**

If you are still not satisfied after our final response — or if **8 weeks** have passed since your initial complaint — you may refer your case to:

**The Property Ombudsman**  
Milford House, 43-55 Milford Street, Salisbury, SP1 2BP  
📞 01722 333 306  
📧 admin@tpos.co.uk  
🌐 [www.tpos.co.uk](http://www.tpos.co.uk?utm_source=chatgpt.com)

Please note: You must refer your complaint to The Property Ombudsman within **12 months** of our final response, including any evidence you wish them to consider.